

## CLAIMS

What is claimed is:

- 5 1. A method for caller position management within a hold queue comprising:

detecting an advancement token earned by a caller waiting in a hold queue; and

storing said advancement token for redemption in a future call by said caller according to an authenticated identifier for said caller, wherein future redemption of said advancement token will cause adjustment of a waiting position.

2. The method for caller position management within a hold queue according to claim 1, further comprising:

accessing a caller profile according to said authenticated  
20 identifier, wherein said caller profile comprises a previously earned advancement token; and

offering said caller an option of redeeming said previously  
earned advancement token to adjust a position of said caller  
25 within said hold queue.

3. The method for caller position management within a hold queue according to claim 1, wherein storing said advancement token further comprises:

5 storing said advancement token according to said authenticated identifier at a caller profile server accessible to a plurality of a call centers, wherein said advancement token is redeemable across a selection of said plurality of call centers for said future call.

4. The method for caller position management within a hold queue according to claim 1, wherein storing said advancement token further comprises:

storing said advancement token according to said authenticated identifier at a caller profile server accessible to said hold queue, wherein said advancement token is only redeemable at said hold queue for said future call.

20 5. The method for caller position management within a hold queue according to claim 1, further comprising:

redeeming a portion of said advancement token for adjusting a position of said caller within said hold queue; and

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storing a remainder of said advancement token for said future call.

6. The method for caller position management within a hold queue according to claim 1, wherein an expiration date is assigned to said advancement token.

5 7. The method for caller position management within a hold queue according to claim 1, wherein said authenticated identifier for said caller is authenticated according to a voice identity of said caller.

8. The method for caller position management within a hold queue according to claim 1, wherein said detecting an advancement token further comprises:

detecting said advancement token earned by a caller by participating in at least one from among a competition, a survey, and a redemption of membership points.

9. The method for caller position management within a hold queue according to claim 1, wherein redemption of said  
20 advancement token advances said caller a particular number of waiting positions.

10. The method for caller position management within a hold queue according to claim 1, wherein redemption of said  
25 advancement token advances said caller a particular amount of estimated wait time.

11. A system for caller position management within a hold queue comprising:

a call center comprising a hold queue;

means for detecting an advancement token earned by a caller waiting in said hold queue; and

means for storing said advancement token for redemption in a future call by said caller according to an authenticated identifier for said caller, wherein future redemption of said advancement token will cause adjustment of a waiting position.

12. The system for caller position management within a hold queue according to claim 11, further comprising:

means for accessing a caller profile according to said authenticated identifier, wherein said caller profile comprises a previously earned advancement token; and

means for offering said caller an option of redeeming said previously earned advancement token to adjust a position of said caller within said hold queue.

13. The system for caller position management within a hold queue according to claim 11, wherein said means for storing said advancement token further comprises:

5 means for storing said advancement token according to said authenticated identifier at a caller profile server accessible to a plurality of a call centers, wherein said advancement token is redeemable across a selection of said plurality of call centers for said future call.

14. The system for caller position management within a hold queue according to claim 11, wherein said means for storing said advancement token further comprises:

means for storing said advancement token according to said authenticated identifier at a caller profile server accessible to said hold queue, wherein said advancement token is only redeemable at said hold queue for said future call.

20 15. The system for caller position management within a hold queue according to claim 11, further comprising:

means for redeeming a portion of said advancement token for adjusting a position of said caller within said hold queue; and

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means for storing a remainder of said advancement token for said future call.

16. The system for caller position management within a hold queue according to claim 11, wherein an expiration date is assigned to said advancement token.

5 17. The system for caller position management within a hold queue according to claim 11, wherein said authenticated identifier for said caller is authenticated according to a voice identity of said caller.

10 18. The system for caller position management within a hold queue according to claim 11, wherein said means for detecting an advancement token further comprises:

15 means for detecting said advancement token earned by a caller by participating in at least one from among a competition, a survey, and a redemption of membership points.

20 19. The system for caller position management within a hold queue according to claim 11, wherein redemption of said advancement token advances said caller a particular number of waiting positions.

25 20. The system for caller position management within a hold queue according to claim 11, wherein redemption of said advancement token advances said caller a particular amount of estimated wait time.

21. A computer program product for caller position management within a hold queue comprising:

a recording medium;

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means, recorded on said recording medium, for detecting an advancement token earned by a caller waiting in a hold queue; and

means, recorded on said recording medium, for storing said advancement token for redemption in a future call by said caller according to an authenticated identifier for said caller, wherein future redemption of said advancement token will cause adjustment of a waiting position.

22. The computer program product for caller position management within a hold queue according to claim 21, further comprising:

means, recorded on said recording medium, for accessing a caller profile according to said authenticated identifier, wherein said caller profile comprises a previously earned advancement token; and

means, recorded on said recording medium, means for offering said caller an option of redeeming said previously earned advancement token to adjust a position of said caller within said hold queue.

23. The computer program product for caller position management within a hold queue according to claim 21, further comprising:

means, recorded on said recording medium, for storing said advancement token according to said authenticated identifier at a caller profile server accessible to a plurality of a call centers, wherein said advancement token is redeemable across a selection of said plurality of call centers for said future call.

24. The computer program product for caller position management within a hold queue according to claim 21, further comprising:

means, recorded on said recording medium, for storing said advancement token according to said authenticated identifier at a caller profile server accessible to said hold queue, wherein said advancement token is only redeemable at said hold queue for said future call.

25. The computer program product for caller position management within a hold queue according to claim 21, further comprising:

means, recorded on said recording medium, for redeeming a portion of said advancement token for adjusting a position of said caller within said hold queue; and

means, recorded on said recording medium, for storing a remainder of said advancement token for said future call.



26. The computer program product for caller position management within a hold queue according to claim 21,

means, recorded on said recording medium, for authenticating said identifier said call according to a voice identity of said caller.

27. The computer program product for caller position management within a hold queue according to claim 21, further comprising:

means, recorded on said recording medium, for detecting said advancement token earned by a caller by participating in at least one from among a competition, a survey, and a redemption of membership points.

28. A method for call queue management, comprising:

publishing a question of a first caller from among a plurality of callers waiting in a hold queue;

responsive to a second caller from among said plurality of callers indicating a readiness to answer to said question, connecting said first caller with said second caller; and

awarding said second caller an advancement token for adjustment of a position within said hold queue.

29. The method for call queue management according to claim 28, further comprising:

prompting said first caller to evaluate said answer to said  
5 question by said second caller; and

responsive to said evaluation, calculating said advancement  
token for said second caller.

30. The method for call queue management according to claim 28,  
wherein awarding said second caller an advancement token further  
comprises:

awarding said second caller an advancement token from a  
token advancement service associated with said hold queue.

31. The method for call queue management according to claim 28,  
wherein awarding said second caller an advancement token further  
comprises:

20 awarding said second caller an advancement token from an  
advancement token transferred from said first caller.

32. A system for call queue management, comprising:

a call center comprising a hold queue;

5 means for publishing a question of a first caller from among  
a plurality of callers waiting in said hold queue;

means responsive to a second caller from among said plurality of callers indicating a readiness to answer to said question, for connecting said first caller with said second caller; and

means for awarding said second caller an advancement token for adjustment of a position within said hold queue.

33. The system for call queue management according to claim 32, further comprising:

means for prompting said first caller to evaluate said answer to said question by said second caller; and

means responsive to said evaluation, for calculating said advancement token for said second caller.

34. The system for call queue management according to claim 32, wherein said means for awarding said second caller an advancement token further comprises:

5 means for awarding said second caller an advancement token from a token advancement service associated with said hold queue.

35. The system for call queue management according to claim 32, wherein said means for awarding said second caller an advancement token further comprises:

means for awarding said second caller an advancement token from an advancement token transferred from said first caller.

36. A computer program product for call queue management, comprising:

a recording medium;

20 means, recorded on said recording medium, for controlling publication of a question of a first caller from among a plurality of callers waiting in said hold queue;

means, recorded on said recording medium, for connecting  
25 said first caller with said second caller indicating a readiness to answer said question; and

means, recorded on said recording medium, for awarding said second caller an advancement token for adjustment of a position

within said hold queue.

37. The computer program product for call queue management according to claim 36, further comprising:

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means, recorded on said recording medium, for prompting said first caller to evaluate said answer to said question by said second caller; and

means, recorded on said recording medium, for calculating said advancement token for said second caller according to a received evaluation.

38. The computer program product for call queue management according to claim 36, further comprising:

means, recorded on said recording medium, for awarding said second caller an advancement token from a token advancement service associated with said hold queue.

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39. The computer program product for call queue management according to claim 36, further comprising:

means for awarding said second caller an advancement token from an advancement token transferred from said first caller.

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40. A method for call queue management of advancement tokens, comprising:

receiving a call from a caller at a hold queue, wherein an  
5 identity of said caller is authenticated;

accessing a caller profile according to said identity of  
said caller, wherein said caller profile comprises at least one  
previously earned advancement token; and

offering said caller an option of redeeming said previously  
earned advancement token for adjustment of a position of said  
caller in said hold queue.

41. A method for call queue management, comprising:

receiving a call from a caller at a hold queue, wherein an  
identity of said caller is authenticated;

20 detecting a characteristic of said caller for which an  
automatic advancement token is granted; and

automatically adjusting a position of said caller in said  
hold queue according to said automatic advancement token.